



# HM Revenue & Customs

Georgios Christodoulou  
By email: [request-613358-a9b05ae0@whatdotheyknow.com](mailto:request-613358-a9b05ae0@whatdotheyknow.com)

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Dear Georgios Christodoulou

## **Freedom of Information Act 2000 (FOIA)**

Thank you for your request, which was received on 18 October, for the following information:

“We will be grateful if you would kindly confirm if your bills and notices are using the English grammar as per the Oxford Guide to Style, formerly known as Hart’s Rules.”

I can confirm HMRC holds information which falls within the scope of your request.

The Oxford Guide to Style is not used as a reference point for HMRC’s style guide but we do use a variety of sources, including the Oxford English Dictionary and the Plain English Campaign.

Our style guide is updated frequently to reflect changes in the way we communicate with customers - for example, we recently added guidelines on communicating via webchat. We also update our style guide to align with the latest plain English and accessibility standards on GOV.UK, as set out by the [Government Digital Service style guide](#) and to reflect the [Government Communication Service style guide](#).

We follow the GOV.UK style guide for items released on GOV.UK or products connected to information that is on GOV.UK.

We continue to test the language we use in our high-volume letters and forms with customers, and carry on reviewing them in line with feedback.

If you are not satisfied with this reply you may request a review within two months by emailing [foi.review@hmrc.gov.uk](mailto:foi.review@hmrc.gov.uk), or by writing to the address at the top right-hand side of this letter.

If you are not content with the outcome of an internal review you can [complain to the Information Commissioner’s Office](#).

Yours sincerely,

Freedom of Information Team

Information is available in large print, audio and Braille formats.  
Text Relay service prefix number – 18001

